

AVAILABILITY OF NOPD PERFORMANCE DATA

Availability of Performance Measures from the *Striving for Excellence* Report

Dimension	Why	Measure	Available ¹	Problems w/Integrity?	Source
(1) Delivering Quality Services	"The police are accountable to the general public and have an obligation to be responsive to the community and especially to emergency requests for service. In the performance of their duties, the police should be observant of individual rights." ²	Response Time	Yes	Yes	NOPD CAD Database
		% Satisfied with NOPD	Yes	OIG Has not Audited	New Orleans Crime Coalition
		Citizen Complaints for Discourtesy	Yes	Yes	Public Integrity Bureau
		# of Civil Suits Against Officers	Yes	OIG Has not Audited	Collected by Law Department
(2) Fear Safety, and Order	"The police should work to create an environment in which citizens feel safe to go about their business and communities that sustain a decent quality of life." ³	% of Residents that Feel Safe	Yes	OIG Has not Audited	New Orleans Crime Coalition
		Sustained Citizen Complaints	Yes	OIG Has not Audited	Public Integrity Bureau
(3) Ethics and Values	"The police should maintain high ethical standards and be respectful in dealing with citizens." ⁴	Climate and Culture Survey	No		

¹ Available means that the NOPD already collects the information or can retrieve it from its data sources. It does not necessarily mean that NOPD makes the data available to the public.

² Robert C. Davis et al., *Striving for Excellence: A Guidebook for Implementing Standardized Performance Measures for Law Enforcement Agencies* (Washington, DC: Bureau of Justice Administration, 2008), 10, accessed October 31, 2014, <http://www.calea.org/sites/default/files/Guidebook.pdf>.

³ *Ibid.*, 10.

⁴ *Ibid.*, 10.

Dimension	Why	Measure	Available ¹	Problems w/Integrity?	Source
(4) Customer Satisfaction		"The police should interact with persons who request services, persons who are detained, and retail businesses in a way that promotes satisfaction and confidence in the police." ⁵			
		Satisfaction of Public from Contact Survey	Yes	OIG Has not Audited	NOPD
		Business Satisfaction Survey	No		
(5) Organizational Environment		"Law enforcement agencies should strive to create a working environment conducive to officer morale. Policies and training should result in officers being prepared to handle routine situations." ⁶			
		Absenteeism	Yes	No	City of New Orleans Payroll
		Officer Job Satisfaction and Morale	No		
		Perception of Agency Leadership	No		
		Officer Knowledge of Laws and Policy	No		
(6) Reducing Violent Crime and Victimization		"While it is recognized that the causes of crime are complex, the police should act in ways that promote the reduction of crime and victimization." ⁷			
		Violent Crime Rate	Yes	Yes	FBI UCR
		Property Crime Rate	Yes	Yes	FBI UCR
		Surveys of Victimization	Yes	OIG Has not Audited	New Orleans Crime Coalition
(7) Resource Use		"The police should operate in an economical manner, mindful of the public purse. They should strive for efficiency in responding to calls, making arrests and strive to supplement municipal budgets with external grant funds." ⁸			
		Calls for Service per Officer	Yes	Yes	NOPD CAD Database
		Police-Initiated Actions	Yes	Yes	NOPD CAD Database
		Arrests per Officer	Yes	OIG Has not Audited	NOPD Reported/Orleans Parish Sherriff
		Dollar Cost per Resident	Yes	No	U.S. Census and City General Ledger
		The Percent of Grant Funding	Yes	OIG Has not Audited	NOPD Grant Office

⁵ Ibid., 11.

⁶ Ibid., 11.

⁷ Ibid., 11.

⁸ Ibid., 11.

Dimension	Why	Measure	Available ¹	Problems w/Integrity?	Source
(8) Responding to Offenders	"The police should be effective in their response to crime as evidenced by their ability to solve cases and promote neighborhoods that are free of signs of disorder." ⁹	Clearance Rate for Violent Crime	Yes	Yes	NOPD
		Clearance Rate for Property Crime	Yes	Yes	NOPD
(9) Use of Authority	"The police are entrusted with a unique position of authority. They should use their authority in a fair and impartial manner, using minimum amount of force and treating persons detained respectfully." ¹⁰	Reported Incidents of Force	Yes	Yes	Public Integrity Bureau
		Satisfaction of Arrestees from Contact Reports	No		
		Number of Disciplinary Actions	Yes	OIG Has not Audited	Public Integrity Bureau
		Community Satisfaction with Attitude and Behavior of Police	Yes	OIG Has not Audited	New Orleans Crime Coalition

⁹ Ibid., 11.

¹⁰ Ibid., 11.